Patent claims

1. A method for operating a communication network (KN) in which a call center (CC) transmits data to a communication subscriber (TlnA), the call center comprising organization units (OE1,...,OEk,...,OEm) which are arranged with a topological distribution in the communication network and are connected to switching nodes (VK), having the following steps:

- an available first organization unit (OE1) which is locally closest to the communication subscriber (TlnA) is ascertained,
- a first communication channel (KK1) is set up between the first and a second organization unit (OEm) which contains the data to be transmitted in a memory (DSm)
- the data are transmitted from the second organization unit (OEm) to the first organization unit (OE1),
- a second communication channel (KK2) is set up between the first organization unit (OE1) and the communication subscriber (TlnA),
- the data are transmitted from the first organization unit (OE1) to the communication subscriber (TlnA).

2. The method as claimed in claim 1, characterized in that the communication network comprises the integrated services digital communication network ISDN, and the data are transmitted between the second organization unit (OEm) and the first organization unit (OE1) via the central signaling channel.

3. The method as claimed in claim 2, characterized in that the signaling system Common Channel Signaling No 7 is used in the signaling channel.

4. The method as claimed in claim 3, characterized in that ascertaining the first organization unit (OE1) involves the use of the identification number of the signaling system Common Channel Signaling No 7.

5. The method as claimed in at least one of the preceding claims, characterized in that ascertaining the first organization unit (OE1) involves the use of the subscriber number of the communication subscriber (TlnA).

6. The method as claimed in claim 4 or 5, characterized in that ascertaining the first organization unit (OE1) involves the use of a routing table which contains entries about the availability of the organization units (OE1,...,OEk,...,OEm).

7. The method as claimed in one of the preceding claims, characterized in that setup of the connection between the second organization unit (OEm) and the first organization unit (OE1) is followed by the second organization unit (OEm) transmitting a request to engage a call center agent in the first organization unit (OE1).

8. The method as claimed in claim 7, characterized in that the transmission of the request comprises a transaction number which authorizes an agent in an organization unit (OE1,...,OEk,...,OEm) to access data associated with a subscriber.

9. The method as claimed in either of claims 7 or 8, characterized in that if an agent is not available in the first organization unit (OE1) the request is put into a queuing loop and, when a prescribable time interval has elapsed, is forwarded to an available organization unit (OEk) which is closest to the first organization unit.

10. The method as claimed in at least one of the preceding claims, characterized in that the data in the first organization unit (OE1) are buffer-stored in a memory (DS1).

11. A method for operating a call center which interacts with a communication network operated in accordance with one of the preceding claims.